

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2015
<030>	Contact Name: Person USAC should contact with questions about this data	Lori Larsh
<035>	Contact Telephone Number: Number of the person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	llarsh@havilandtelco.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
<100>	Service Quality Improvement Reporting (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300>	Unfulfilled Service Requests (voice) 0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband) 0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410>	Fixed 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440>	Fixed 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450>	Mobile 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	411780ks510.pdf (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	411780ks610.pdf (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	411780ks1010.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)? (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet			
<2000>	Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

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July 2013

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<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

411780ks112.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

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[illegible]

FCC Form 481
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<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	16.75

[illegible]

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

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July 2013

<010> Study Area Code	411780
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<015>	Study Area Name	HAVILAND TEL CO
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<020> Program Year	2015
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<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
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<035> Contact Telephone Number - Number of person identified in data line <030> 6208623220 ext.

<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havielandtelco.com
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[illegible]

(800) Operating Companies
Data Collection Form

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<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com
<810>	Reporting Carrier	Haviland Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Haviland Telephone Company, Inc.

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

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<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

Please check this box to confirm no terrestrial backhaul
 <1120> options exist within the supported area pursuant to § 54.313(G)
 ☐

Please check this box to confirm the reporting carrier offers
 <1130> broadband service of at least 1 Mbps downstream and 256 kbps
 upstream within the supported area pursuant to § 54.313(G)
 ☐

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

411780ks1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP <http://portal.havilandtelco.com/lifeline/terms>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2000) Price Cap Carrier Additional Documentation**Data Collection Form***Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

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<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@haviglandtelco.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)}	<input type="checkbox"/>
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}	<input type="checkbox"/>

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
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Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>

<2021>	Interim Progress Community Anchor Institutions	<div style="border: 1px solid black; height: 80px; width: 250px;"></div>
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Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@haviandtelco.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) **Progress Report on 5 Year Plan**
Milestone Certification [47 CFR § 54.313(f)(1)(i)]

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

- (3012) Community Anchor Institutions [47 CFR § 54.313(f)(1)(ii)]

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier [47 CFR § 54.313(f)(2)] ☒ (Yes/No)
(3014) If yes, does your company file the RUS annual report ☒ (Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☐
(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, Is your company audited? ☒ (Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

- (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐

- (3023) Underlying information subjected to a review by an independent certified public accountant ☐

- (3024) Underlying information subjected to an officer certification. ☐

- (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: HAVILAND TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/24/2014
Printed name of Authorized Officer: Mark Wade	
Title or position of Authorized Officer: Vice-President of Operations	
Telephone number of Authorized Officer: 6208625211 ext.	
Study Area Code of Reporting Carrier: 411780	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

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July 2013

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<020>	Program Year	2015
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<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
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<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
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<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havielandtelco.com
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1/1/2014

16.75

<703>

[illegible]

(710) Broadband Price Offerings
Data Collection Form

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<711>

[illegible]

(800) Operating Companies**Data Collection Form**

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<810>	Reporting Carrier	Haviland Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Haviland Telephone Company, Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	DUNKIRK & FREDONIA TELEPHONE COMPANY	150091	Dunkirk & Fredonia Telephone, DFT, Netsync, DFT Communications
	UPPER PENINSULA TELEPHONE COMPANY	310732	Michigan Broadband Services, UPTC, MCBC, Alphacomm.net
	MICHIGAN CENTRAL BROADBAND COMPANY	310785	Michigan Broadband Services, MCBC, Alphacomm.net
	BELMONT TELEPHONE COMPANY	330847	Belmont, LaGrant Connections, LLC
	CUBA CITY TELEPHONE EXCHANGE COMPANY	330872	Cuba City, LaGrant Connections, LLC
	CENTRAL SCOTT TELEPHONE COMPANY	351125	Central Scott
	CST COMMUNICATIONS, INC.	359032	CST Communications, iWireless
	INTERCOMMUNITY TELEPHONE COMPANY	381616	InterCommunity
	HAVILAND TELEPHONE COMPANY, INC.	411780	Haviland, Giant Communications, Inc.
	J. B. N. TELEPHONE COMPANY, INC.	411785	J.B.N., Giant Communications, Inc.
	WESTERN NEW MEXICO TELEPHONE COMPANY, INC.	492268	WNM Communications
	CENTRAL UTAH TEL INC	502277	CentraCom Interactive
	SKYLINE TELECOM	502283	CentraCom Interactive
	BEAR LAKE COMM	503032	CentraCom Interactive
	CAL-ORE TELEPHONE COMPANY	542311	Cal-Ore
	Giant Communications, Inc.		Giant
	Alpha Enterprises Limited, Inc.		Alphacomm.net
	World Surfer, Inc.		World Surfer
	Netsync Internet Services Corporation		Netsync
	Valley Communications, Inc.		Valley
	Central Telcom Services, LLC		CentraCom Interactive
	LaGrant Connections, LLC		LaGrant Connections, LLC
	WNM Communications Corporation		WNM Communications

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

OMB Control No. 3060-0986/OMB Control No. 3060-0819

<810>	Reporting Carrier	Haviland Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Haviland Telephone Company, Inc.

[illegible]

Haviland Telephone Company, Inc.
Line 112 – Five-Year Service Quality Improvement Plan

As required in 47 C.F.R. § 54.202(a)(1)(ii), the following pages provide the Company's five-year service quality improvement plan that describes with specificity the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area. While the plan being presented for this Rural Local Exchange Carrier ("RLEC") is based on the best information that we have at this time, it is important to note that circumstances may change, such that the five-year service quality improvement plan being presented herein, may need to change substantially including, but not limited to, changes based on factors such as those listed below:

ISSUES WHICH MAY REQUIRE FUTURE MODIFICATIONS TO THE COMPANY'S FIVE-YEAR PLAN:

The five-year plan, as detailed on the following pages, is subject to the following:

- 1) **Revenue Recovery:** The ability to finance the capital expenditures planned for the five-year plan period, either through internally generated funds or external financing, are predicated on the expected revenue flows to be derived by these capital expenditures. If revenues would not be achieved either due to changes in regulations including, but not limited to, reductions in federal or state universal service support mechanisms or intercarrier compensation or by significant reductions in the number of services subscribed to by the Company's customers, adjustments to the proposed capital expenditures in the five-year plan would be required. For example, if the support revenues that would be derived based on the capital expenditures would be reduced due to eliminations of Universal Service Fund ("USF") mechanisms or significant changes to those USF programs, revisions to the five-year plan may be required.

In addition, if USF programs remain the same, but due to the computation of the program, USF revenues decline, adjustments to the five-year plan may be required. For example, if increases in the National Average Cost Per Loop ("NACPL"), which are very difficult to predict, substantially reduces the High Cost Loop Support ("HCLS") for the Company or if the impact of the corporate cap on the Interstate Common Line Support ("ICLS") mechanisms were to substantially reduce the Company's USF payments, then the capital expenditures in the five-year plan may need to be reduced.

- 2) **Permits:** It is not possible to predict the ability to obtain all necessary permits, including easements and rights-of-way, within the five-year time-frame required to complete the capital expenditures included in the Company's five-year plan. Permits can be, and often are, delayed significantly by various governmental agencies and those delays are totally outside the control of the Company.

Haviland Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

- 3) **Weather Issues:** It is not possible to predict the impact of the weather on the installation of the capital expenditures included in the Company's five-year plan. For example, if the ground is frozen, the timing of installing facilities can be significantly delayed and those delays are totally outside the control of the Company.
- 4) **Lead Time to Obtain Materials from Vendors:** It is not possible to predict when a material critical for the capital expenditures included in the Company's five-year plan may come into a shortage situation. For example, in the last couple of years, the industry experienced a shortage of fiber optic cable where there was an 18 month lead time to obtain fiber optic cable. Delays of this nature are impossible to predict and are totally outside the control of the Company.
- 5) **Lead time to get Contractors to Install Facilities:** Just as with the materials, the Company has experienced times when it was not able to obtain contractors to install the equipment because the Company is not large enough compared to other firms wanting the contractor to do work for them. Therefore, the Company had to wait until much later than anticipated to get the contractor to come install the facilities for them. Once again, delays of this nature are impossible to predict and are totally outside the control of the Company.
- 6) **Increases in Construction Costs:** Just as with any business, it is impossible to predict if certain key material or installation costs will increase significantly during the period of time included in this five-year plan. During the last few decades, the telecommunications industry has undergone periods of time where material and installation costs escalated due to circumstances beyond the control of the Company (e.g., Hurricane Katrina, etc.). Price increases of this nature are impossible to predict and are totally outside the control of the Company.

If any of these, or items similar to these, occur, the Company may need to modify the five-year plan.

FIVE-YEAR PLAN OVERVIEW:

The company's five-year plan is to maintain existing legacy technologies that are well established in our serving areas while focusing on the next generation communications transition. Legacy technologies including voice lines equipped with custom calling features, ADSL 2+ Bonded copper loop broadband distribution and special access TDM services are still viable and widely deployed in our network. However, over time the company has observed our customers migrating toward IP/Packet based communications. To accommodate the desired traffic shift that is driven by our end users, the company is currently enhancing our ability to transport and deliver IP/Packet based services. The company has extended IP/Packet transport between all of its served exchanges and is now focusing attention on last mile delivery, building

Haviland Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

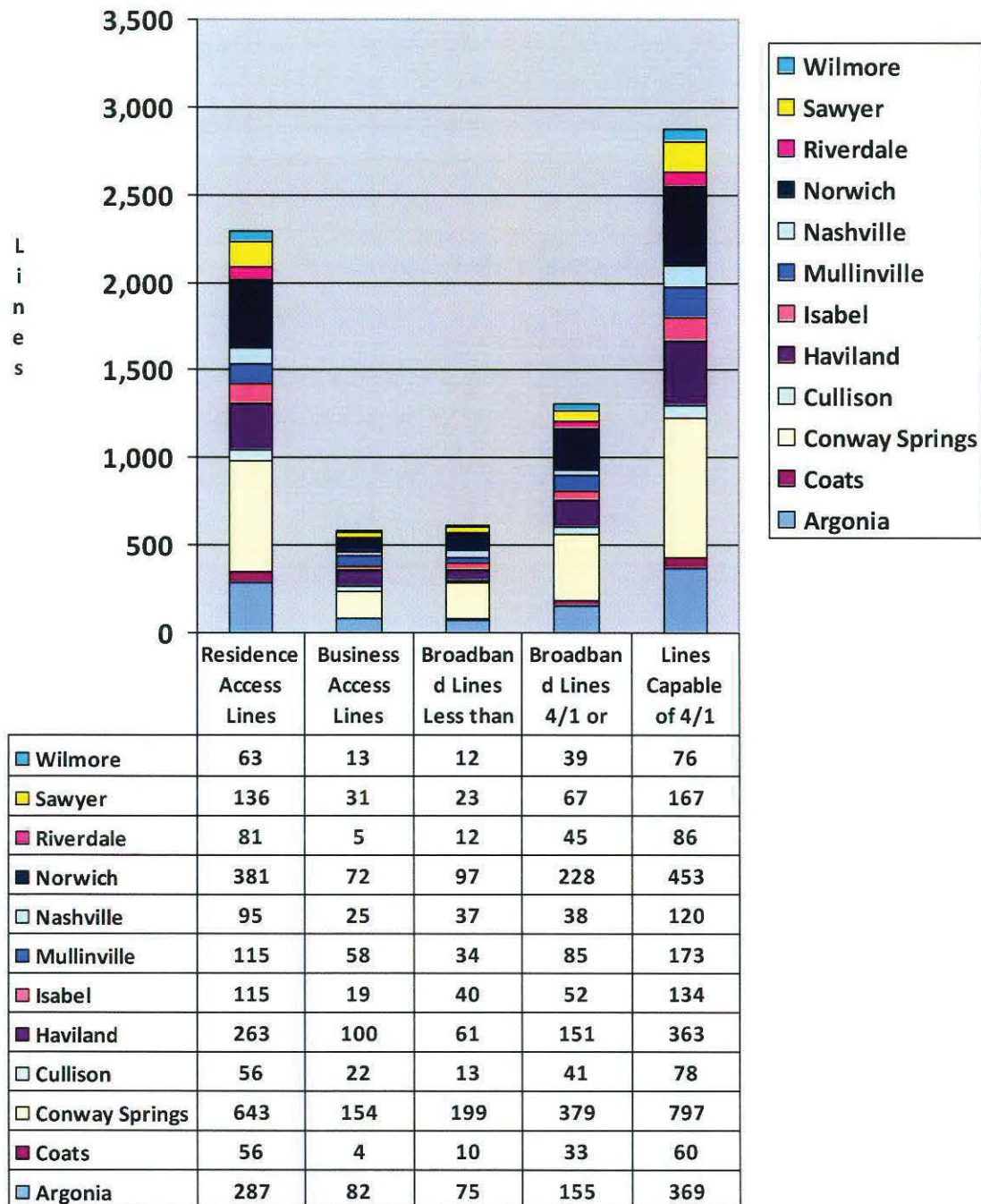
fiber-to-the-premise ("FTTP") where feasible or deploying Ethernet-over-Copper ("EoC") technology where applicable.

The Company provides service primarily through the use of fiber optic cable and electronics between the central offices and between the central offices and the subscriber terminal equipment (e.g., Digital Loop Carriers ("DLCs")) in the field. The last mile facilities are generally provided over copper; however, the Company has a certain amount of FTTP facilities, as well. As part of the company's ongoing effort to evolve our last mile delivery methods we are constantly monitoring the developments of fiber distribution vendors looking for a platform that will allow us to repurpose as much of our existing plant as possible further reducing the cost of an eventual network wide fiber to the premise overbuild. Recent developments in this area are very promising, offering Active Ethernet ("AE") performance levels delivered over Passive Optical Network ("PON") architecture. With this development, the company's initial Fiber-to-the Node ("FTTN") network design can be repurposed while achieving the maximum benefit for our end users. The company has begun the transition from the TDM-based network to an IP-network and is continually assessing the most cost-effective technology solutions to provide our customers the services they request.

COMPANY SERVICE AREA INCLUDED IN FIVE-YEAR PLAN:

The Company serves a very rural, sparsely populated portion of the United States where there are numerous challenges to serving the most rural customer locations. Within the RLEC's service territory of approximately 1,700 square miles, the company provides voice service to residential and business access lines and broadband service as shown below:

Haviland Telephone Company, Inc.
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)



Each exchange in the company only has one wire center; therefore, the five-year plan is presented at the exchange level (which is also the wire center level). The above chart shows the breakdown of the number of access lines by exchange within the RLEC territory for residence and business and the number of broadband lines subscribed to by customers at a speed less than 4 Mbps down and 1 Mbps up and those broadband lines at or above at a speed of 4 Mbps down and 1 Mbps up. As shown on the chart above, there are still a significant number of customers that subscribe to broadband service at a speed less than 4 Mbps down

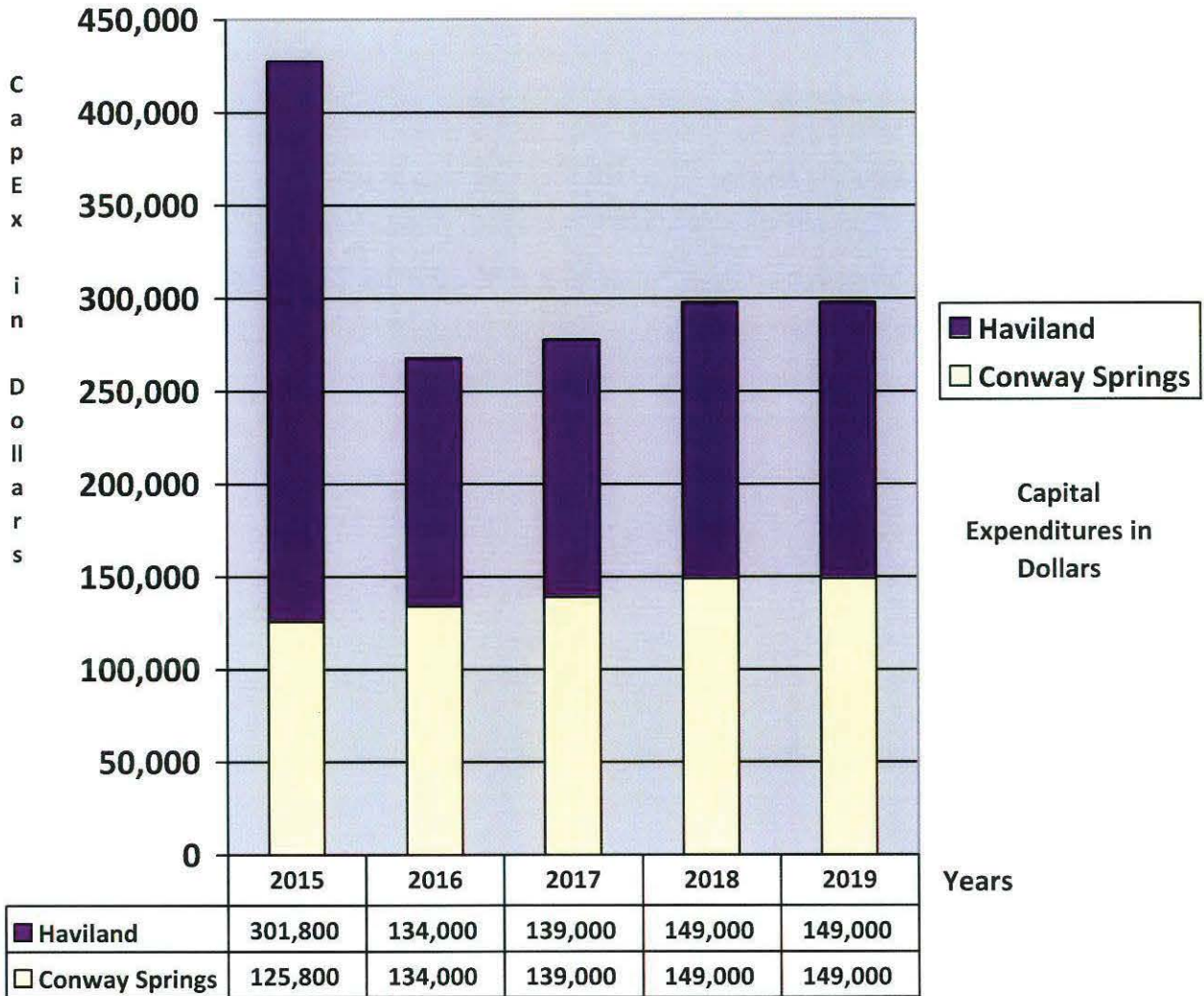
Haviland Telephone Company, Inc.

Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

and 1 Mbps up. The company is making significant efforts to market and transition customers to higher speed service so that they can have the full benefit of the information super-highway.

TOTAL ESTIMATED CAPITAL EXPENDITURES BY EXCHANGE:

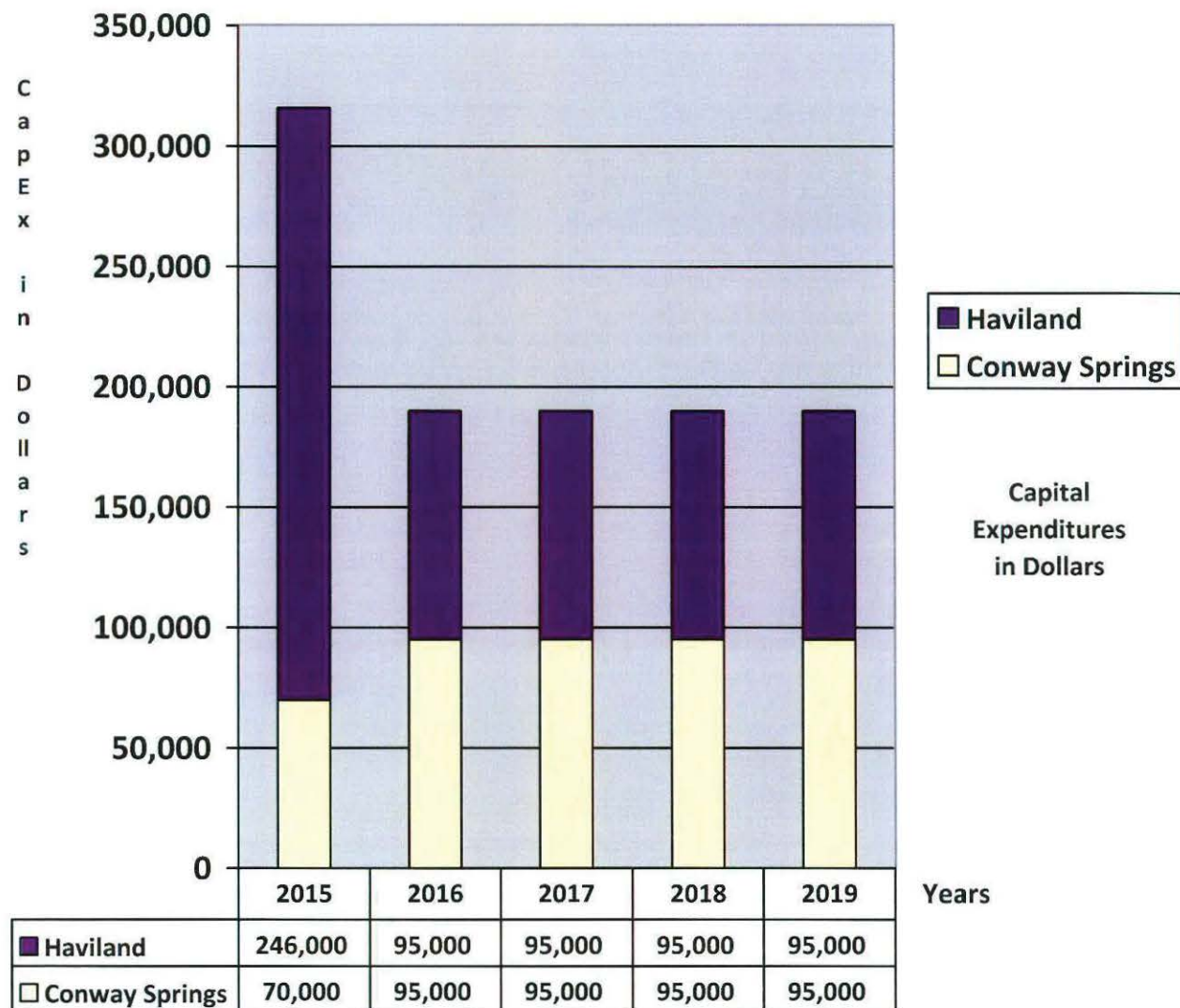
The total estimated regulated capital expenditures for the RLEC for each of the years in the five-year plan in each of the Company's exchanges are estimated to be as follows:



Haviland Telephone Company, Inc.
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

FACILITIES TO SHORTEN LOOP LENGTH:

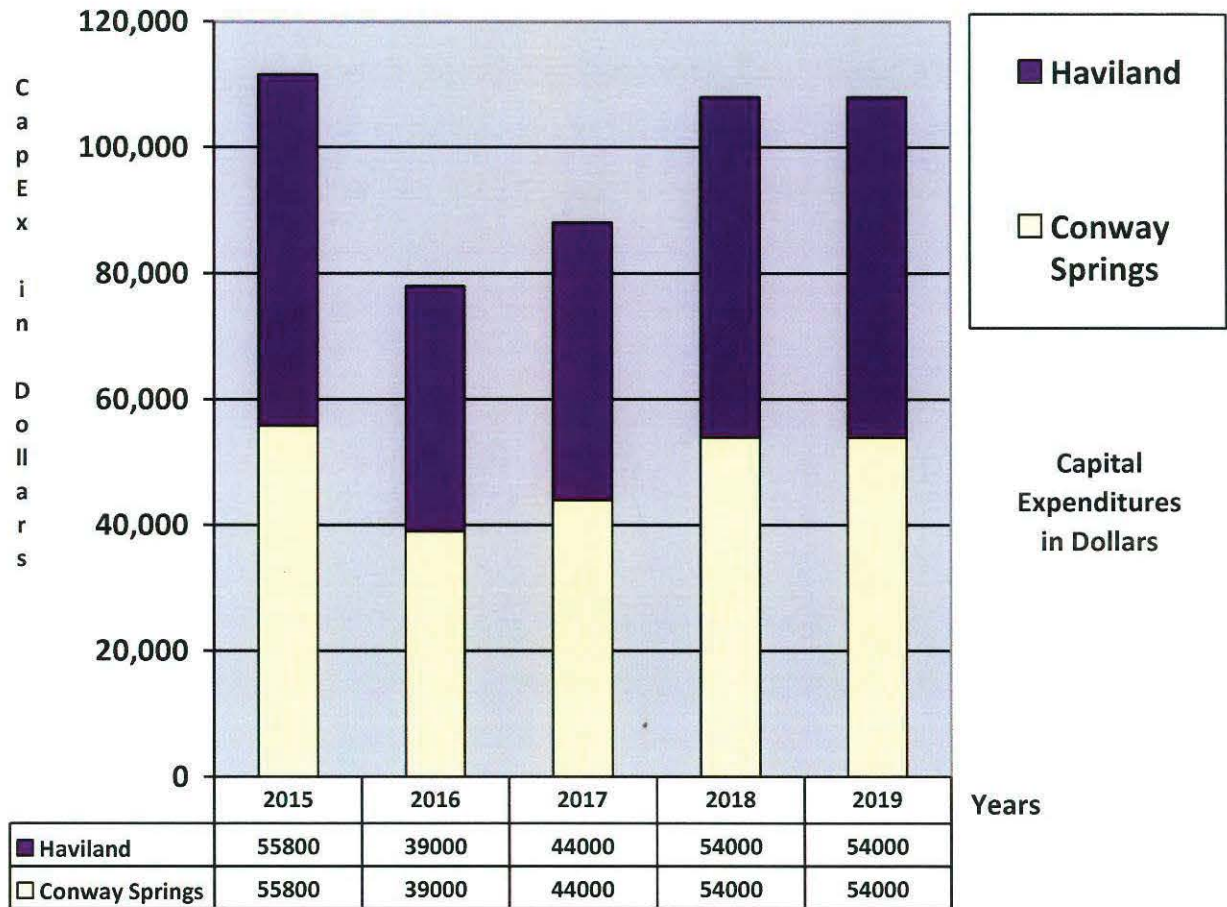
The Company understands that customers continually want and need more bandwidth. Due to the extremely remote territory of the customer, one of the obstacles to providing greater speeds to some of the Company's customers is the distance from the nearest electronic site to the customer location. Shortening that portion of the loop allows the company to provide greater speed; therefore, the Company intends to install cable and wire facilities and/or circuit equipment in each of the Company's exchanges as shown below:



Haviland Telephone Company, Inc.
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

GENERAL SUPPORT FACILITIES:

The Company must continually upgrade the general support facilities (i.e., computers, furniture, office equipment, vehicles, land and buildings) due to technology changes, obsolescence and personnel needs in order to provide both voice and broadband service to its customers. The following is the current plan for general support facility capital expenditures in the five-year plan:



COMPANY POLICY TO DETERMINE IF A REQUEST FOR BROADBAND SERVICE IS REASONABLE:

Under the framework adopted by the Federal Communications Commission ("FCC") in the *USF/ICC Transformation Order*, as a rate-of-return carrier, the Company, is required to deploy broadband-capable infrastructure to a customer upon reasonable request.

Haviland Telephone Company, Inc.
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

The FCC expressly recognized that there are some areas of the country where it is cost prohibitive to extend broadband using terrestrial wireline technology and, that in some areas, satellite or fixed wireless technologies may be more cost-effective options to extend service.

It is the Company's policy to deploy broadband-capable infrastructure to a customer, upon reasonable request, as defined below.

GENERAL POLICY:

When evaluating a request to extend broadband service, the Company shall consider whether it would be reasonable to make the necessary upgrades in light of anticipated revenues. A reasonable request is one where the Company could cost-effectively extend a voice and broadband-capable network to that location. In determining whether a particular upgrade is cost effective, the Company shall consider not only its anticipated end-user revenues from the services to be offered over that network, both voice and retail broadband internet access, but also other sources of support, such as federal and, where available, state universal service funding projected to be available under current rules.

In considering end-user revenues, the Company shall take into account the reasonable comparability benchmark for broadband services, as appropriate. If the incremental cost of undertaking the necessary upgrades to a particular location exceed the revenues that could be expected from that upgraded line, a request would not be reasonable.

A request to upgrade an existing voice line to provide broadband service would not be reasonable if it would require new investments that would cause total high-cost support, excluding CAF ICC, to exceed \$250 per line per month in a given study area.

As the FCC determined in the *Third Order on Reconsideration*, the Company may also take into account backhaul costs or other unique circumstances that may make it cost-prohibitive to extend service to particular customers.

EXTENUATING CONSIDERATIONS AND EXECUTIVE APPROVALS:

In addition to the above stated general policy, additional factors, including, but not limited to, items such the following shall be considered prior to denying the provision of broadband service based on a request of a customer as not reasonable:

- Extremely high potential for significant other residential or business customers in the area within a reasonable amount of time.
- Anchor institution requirements.
- Possible community development potential.
- Health and public safety concerns, including, but not limited to, E-911 issues.
- Other health, economic development and/or welfare factors.

Haviland Telephone Company, Inc.
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

- Financing agency or Commission, either state or federal, mandates or requirements.

If it is determined that additional, extenuating circumstances are relevant and should be considered, Company executive review and approval is required for the project to be undertaken if does not meet the terms of the general policy stated above.

FURTHER SPEED ENHANCEMENTS: If the FCC were to revise its broadband performance obligations to require higher speeds, such as 10 Mbps downstream, new deployments would, most likely, be required to meet the new benchmark. The Company would only be required to meet that higher speed if the request for service was *reasonable*.

CONCLUSION:

The Company's five-year service quality improvement plan is designed to continue to improve and upgrade facilities in order to provide customers with the highest quality voice and broadband service in the most cost-effective manner. This includes shortening the length of the loops, as needed, in order to provide greater bandwidth to the customer, augmenting and upgrading the interexchange facilities, as needed, to provide greater speeds and sufficient facilities for special access circuits, including, but not limited to, dedicated facilities to wireless towers, modifying switching equipment, as needed, in order to provide the services and features desired by the customer, and adding/replacing general support equipment, as needed, in order to continue to operate as a company and provide service to the end user.

File name: 411780ks310.pdf

Haviland Telephone Company, Inc.
Line 310 – Unfulfilled Voice Telephony Service Requests Resolution

As required in 47 C.F.R. § 54.313(a)(3), the following provides the Company's status on providing service to potential customers in 2013:

There were no unfulfilled service requests in 2013 in the service area in which the Company is designated as an ETC so no further documentation is required.

Haviland Telephone Company, Inc.

Line 510 - Compliance with Service Quality Standards and Consumer Protection

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

SERVICE QUALITY STANDARDS: The Company abides by the State Commission's requirements for service quality. All required reporting is done with the Company in full compliance of the service quality standard requirements shown in Exhibit A.

CONSUMER PROTECTION RULES:

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

TITLE

INSERT STATE QUALITY OF SERVICE RULES HERE

THE STATE COMMISSION OF THE STATE OF KANSAS

Before Commissioners: Timothy E. McKee, Chair Susan M. Seltsam John Wine

In the Matter of a General Investigation into Universal Service, Docket No. 191,206-U
Telecommunications Infrastructure, and Quality of Service.

ORDER

NOW, the above-captioned matter comes for consideration and determination before the State Corporation Commission of the State of Kansas (Commission). Having examined its files and records, and being duly advised in the premises, the Commission finds as follows:

I. Background

1. On August 11, 1994, the Commission issued an Order opening the above-captioned general investigation into universal service, telecommunications infrastructure modernization and quality of service.
2. On February 5, 1996, Commission staff (Staff) filed a Motion to Consolidate Issues from Docket No. 191,206-U into the Competition Docket, Docket 190,492-u. On April 4, 1996, the Commission granted Staff's motion by consolidating all issues from the above-captioned docket, except the quality of service issue, into Docket 190,492-U. Because the quality of service issue involves

many technical and reporting issues, the Commission determined it should remain in the above-captioned docket.

3. On May 17, 1996, Senate Substitute for Substitute for House Bill No. 2718 (1996 Kansas Act) was signed into law. Section 3(l) of the 1996 Kansas Act requires the Commission to "initiate and complete a proceeding to establish

. minimum quality of service standards which will be equally applicable to all local

exchange carriers and telecommunications carriers in the state" not later than January 1, 1997. The 1996 Kansas Act provides for fines between \$100 and \$5,000 for each quality of service violation.

4. On October 2, 1996, the Commission issued an order requesting

comments from facilities-based interexchange carriers regarding how to carry-out

House Bill 2728's quality of service provision.

5. On November 12, 1996, Southwestern Bell Telephone Company (SWBT) filed a Motion for Leave to file comments in this docket.

6. On November 15, 1996, the Commission granted SWBT's Motion for Leave to file comments.

7. On December 4, 1996, the Commission received a memorandum from Staff summarizing the comments received from AT&T Communications of the Southwest, Inc. (AT&T), MCI, and SWBT. AT&T stated "quality of service standards" should be required only if competitive market forces do not exist. MCI stated "interexchange carriers are currently subjected to the most rigorous quality of service standards imposed by the marketplace -customer choice." SWBT stated

“customer choice is the most effective quality assurance plan for monitoring telecommunications in Kansas.”

II. Discussion

8. Staff agreed with respondents' comments regarding the market's effect on quality of service. Staff stated customers may presently obtain interexchange service from a multitude of interLATA interexchange carriers. Staff also stated Section 6(a) of the 1996 Kansas Act requires that by July 1998, 100% of access lines be equipped for equal access service. Staff noted that as of December 1, 1996, close to 100% of the access lines in Kansas were equipped for equal access service. Staff also stated interLATA interexchange carriers have been price deregulated for several years and quality of service has been consistently high as evidenced by the low number of service quality complaints received by the Commission since 1990. Staff also stated the FCC imposes no quality of service standards on interexchange carriers because competition among providers has insured customers receive high quality service. Staff also stated that a majority of service problems occur in either the originating or terminating local exchange carrier's networks and that recently established quality of service standards for local exchange carriers will monitor such problems.

9. To comply with the 1996 Kansas Act's directive to establish **minimum** quality of service standards, Staff proposed that the following quality assurance standards be established: (1) that interLATA interexchange carriers provide reasonably sufficient and efficient service to their customers as indicated by not

more than four bona fide quality of service complaints received by the Commission in a rolling twelve month period; (2) that upon receipt of more than four such complaints in a rolling twelve month period, the Commission will initiate a service investigation that may result in the imposition of fines, in accordance with Section 3(l) of the 1996 Kansas Act. Staff also proposed that telecommunications carriers that perform local exchange carrier (LEC) functions be subject to the LEC quality of service standards for that part of their network.

III. Findings & Conclusions

10. The Commission finds and concludes that Staffs recommendation is reasonable. The Commission finds that competition among interLATA interexchange carriers has resulted in high service quality. The Commission also finds and concludes that a majority of all service problems occur in either the originating or terminating local exchange carrier's networks and that recently established quality of service standards for local exchange carriers will monitor such problems. The Commission also finds and concludes that Staffs quality of service standards for interLATA interexchange carriers are reasonable. The Commission finds that interLATA interexchange carriers should provide reasonably sufficient and efficient service to their customers as indicated by not more than four bona fide quality of service complaints received by the Commission in a rolling twelve month period. The Commission further finds and concludes that upon receipt of more than four such complaints per year, the Commission shall initiate a service investigation that may result in the imposition of fines, in accordance with Section

3(l) of the 1996 Kansas Act. The Commission also finds and concludes that telecommunications carriers that perform local exchange carrier (LEC) functions will be subject to the LEC quality of service standards for that portion of their network.

IT IS, THEREFORE, BY THE COMMISSION ORDERED THAT: Quality of service standards for all interLATA interexchange carriers are established as set forth above. Any party may file a petition for reconsideration of this order within fifteen days of the date this order is served. If service is by mail, service is complete upon mailing and three days may be added to the above time frame. The Commission retains jurisdiction over the subject matter and the parties for the purpose of entering such further order or orders as it may deem necessary. BY THE COMMISSION IT IS SO ORDERED.

ed DEC McKee, Chr.; Seltsam, Corn.; Wine, Corn. **ORDER**

McCONNELL
DIRECTOR

MD

MAILED 3

Haviland Telephone Company, Inc.
Line 610 – Functionality in Emergency Situations

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

OVERALL RESPONSE TO EMERGENCY SITUATIONS: The Company has a comprehensive disaster recovery plan (also called a “continuity plan”) that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

POWER: In order to function in an emergency, the Company has a combination of batteries and emergency generators. Some locations have permanent emergency generators with fuel tanks; whereas, other locations require a portable generator to be brought to the location to recharge the on-site batteries. The company owns several portable generators that technicians can take out to recharge the batteries. For example, the company’s central offices have automatic stand-by generators to run the entire offices. The digital loop carrier (“DLC”) sites also have battery back-up.

REROUTING TRAFFIC AND REDUNDANCY: The Company has established 100% redundant E-911 trunks and SS-7 routes. In addition, the network was designed with redundancy, wherever possible, especially in the backbone network. Where it is not redundant, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy, it is due to the extreme cost of a 100% redundant network. For example, the loop to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the “last mile” to the customer.

MANAGING TRAFFIC SPIKES: The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. For example, on Mother’s Day, the company handles traffic without the customer receiving the “All Trunks Busy” message which demonstrates the Company’s ability to handle peak traffic spikes.

File name: 411780ks1010.pdf

Haviland Telephone Company, Inc.
Line 1010 – Voice Services Rate Comparability

As required in 47 C.F.R. § 54.313(a)(10), any recipient of high-cost support shall provide a letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice services, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau. The following provides the Company's support for Line 1010 - Description of Voice Service Rate Comparability.

As of January 1, 2014, the Company charges the following fixed voices prices for residential service:

Flat Rate Residential Service	\$16.75
Residential State Subscriber Line Charge	0.00
State Universal Service Charge Fee	\$1.53
Mandatory Extended Area Service	0.00
Residential Federal Subscriber Line Charge	<u>6.50</u>
Total Residential Fixed Voice Charges	<u>\$24.78</u>

Since the total for residential fixed voice that the Company charges, as shown above, is below the \$46.96, which is two standard deviations above the applicable national average urban rate for voice services, announced by the FCC Wireline Competition Bureau in the Public Notice released on March 20, 2014 (DA 14-384), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(10).

Haviland Telephone Company Lifeline Terms and Conditions

The Lifeline Service Program (Lifeline), sponsored by the FCC is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential exchange service to qualifying low-income customers. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll.

A. GENERAL

1. Lifeline is a federally funded reduction of basic local residential service. The Federal credit amount (CR) provided to Lifeline subscribers will be the maximum amount authorized by the FCC.
 - a. Lifeline customers will also receive additional Lifeline Service reductions in intrastate local service of \$7.77.
 - b. In no event shall the Local Exchange access service rate be reduced below zero.
2. Local service for Lifeline customers may not be disconnected for nonpayment of toll charges.
 - a. Toll Restriction Service will be provided to Lifeline customers at no charge.
 - b. Lifeline customers are not required to accept Toll Restriction Service as a condition to avoid disconnection of local service for non-payment of toll.
 - c. Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of Toll Restriction Service.
3. Partial payment from Lifeline customers will be applied first to local service charges and then to toll charges.
4. Lifeline customers will not be denied reestablishment of service on the basis that the customer was previously disconnected for non-payment of toll charges.
5. Lifeline will not be furnished on a Foreign Exchange service arrangement.

B. ELIGIBILITY REQUIREMENTS

1. Lifeline will be provided for on (1) telephone line per household, at the customer's principal place of residence who have only on local exchange access line to his/her residential premises or dwelling place.* Verification of this requirement will be through self-certification.
2. Show that he/she is currently a recipient of benefits from one of the following public assistance programs:
 - Federal Public Housing Assistance/Section 8
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Supplemental Nutrition Assistance Program
 - General Assistance
 - Supplemental Security Income (SSI)
 - Temporary Assistance to Needy Families (TAR)
 - Medicaid
 - Food Distribution Program
 - Free School Lunch Program
 - Individuals living on tribal land receiving:
 - Food Distribution Program
 - Bureau of Indian Affairs General Assistance
 - Tribally administered Temporary Assistance for Needy Families (TANF)
 - Head Start (tribal programs for only those meeting it's income qualifying standard)
 - Tribally administered Free School Lunch ProgramIndividuals choosing this option must obtain and provide to the Telephone Company a copy of a valid identification card or the appropriate documents that are issued to them by the agency administering the program.
3. Income Eligibility

A customer shall be eligible for the Lifeline Service Program if that customer's household annual income level is at or below 150% of the federal poverty level. Such customers may obtain a form from the Telephone Company suitable for self-certification of income level and provide the completed form to the Company to begin service under the program. Proof of income is required. Acceptable documentation may include the prior years federal, state, or tribal tax return, or other forms of income certification. Customers should contact the Company for specific details.
4. Certification

The customer will certify eligibility for Lifeline Service. Recertification is required annually or at any

time the qualifying criteria for the customer changes.

Recipients of Lifeline Service must notify the Telephone Company when they no longer qualify for Lifeline Service. Upon receipt of the notification, the Telephone Company will discontinue Lifeline Service.

If the Telephone Company discovers that conditions exist that disqualify the recipient of Lifeline Service, local service will be billed at the full rate. The customer will be billed retroactively either to the date Lifeline Service commenced or the date the recipient no longer qualified for the service, not to exceed twelve (12) months.

*A residential premises or dwelling place is that location where a customer resides, even if such residential premises or dwelling place is only a single room. Lifeline will not be provided if the customer has access to other local exchange telephone service within the residential premises or dwelling place, provided/owned by himself/herself or owned/provided by others. However, it can be determined by the Telephone Company that access to other existing local exchange telephone service owned/provided by others is virtually denied, or is inaccessible to the customer, then Lifeline Service will be provided.